Warranty Information

All our AOC products are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

If you encounter any difficulties while installing or using the product, we recommend to first consult the user manual or the information in the support section of our website, where (depending on the product type) you may find a downloadable user manual, frequently asked questions, instruction videos or a support forum.

Our Customer Service Representatives will also provide you with additional service when needed. Please refer to our Service Contact Information section for further assistance in finding the right contact service number.

To be able to help you efficiently and to avoid unnecessary inconvenience when you contact us or our service partners please have available:

•The product type- or model number (also sometimes called model ID);

•The proof-of-purchase (e.g. original invoice or cash receipt) indicating the date of purchase, dealer name and model number of the product;

•The product serial number or production date code as specified on the product (it can usually be found on the back or bottom of the product);

•The product in question for which requested tests may be required;

•A device which will allow you to take pictures (e.g. of the product, packaging) during or after contacting our service desk.

General Warranty Period

The warranty period for our products varies per product type and starts on the date of purchase as stated on the proof-of-purchase (POP) of the product by the customer and ceases upon the expiration of the period as indicated in the General Warranty Period section.

In case the proof of purchase cannot be made available, the warranty period shall be deemed to have started 3 (three) months from the date of manufacture of the product (indicated on the product or derived from the serial number).

In the unlikely event of a failure of the product, we will arrange that the product will be serviced, free-of-charge when the defect occurs and is reported during the warranty period, provided that the product was used in accordance with the user manual (i.e. in the intended environment). Service options which can be provided within the warranty period, at our discretion, are Repair or Replacement with a refurbished or new product of similar functionality. A refund of the purchased price paid within warranty is only possible under special circumstances and/or on a case by case basis.

AOC Monitors

3 years / 36 months (excluding E4 line) - 5 years / 60 months (E4 line)

refused.

Non-Warranty / Refusal of Warranty / Excluded

Your warranty applies when the product has been handled properly for its intended use and in accordance with the operating instructions.
Your warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business.

Your warranty does not apply if:

- The proof of purchase (POP) documents have been altered in any way or made illegible;
- The model- and/or serial number or production date code on the product has been altered, removed or made illegible;
- Unauthorized service organizations or persons have carried out repairs or product modifications and alterations;
- The defect is caused by abuse or misuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product;
- The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended in the user manual;
- The defect is caused by an external enclosure, assembled around the product which has not been recommended in the user manual;
- The product has been damaged - including but not limited to damage by animals, lightning, abnormal voltage, water or fire, natural disaster or transport accident;
- The product is defective due to wear of parts, which can be considered as consumable parts by their nature;
- The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.
- The product does not function properly due to problems with access to, or connection with service providers, such as interruptions in the access networks (e.g. TV cable, satellite or internet), faults on the subscriber's or the correspondent's line, local network fault (cabling, file server, user's line) and faults in the transmission network (interference, scrambling, faults or poor network quality).

Out of Warranty (OOW)

After the Warranty Period, we can offer you an Out of Warranty service or a repair solution via our Certified Service Centre/Authorized Service Partner (Workshop) if you wish to make use of this service. Please contact our Customer Service Center and a Customer Service Representative will forward your request to a Certified Service Centre/Authorized Service Partner (Workshop) in your country.

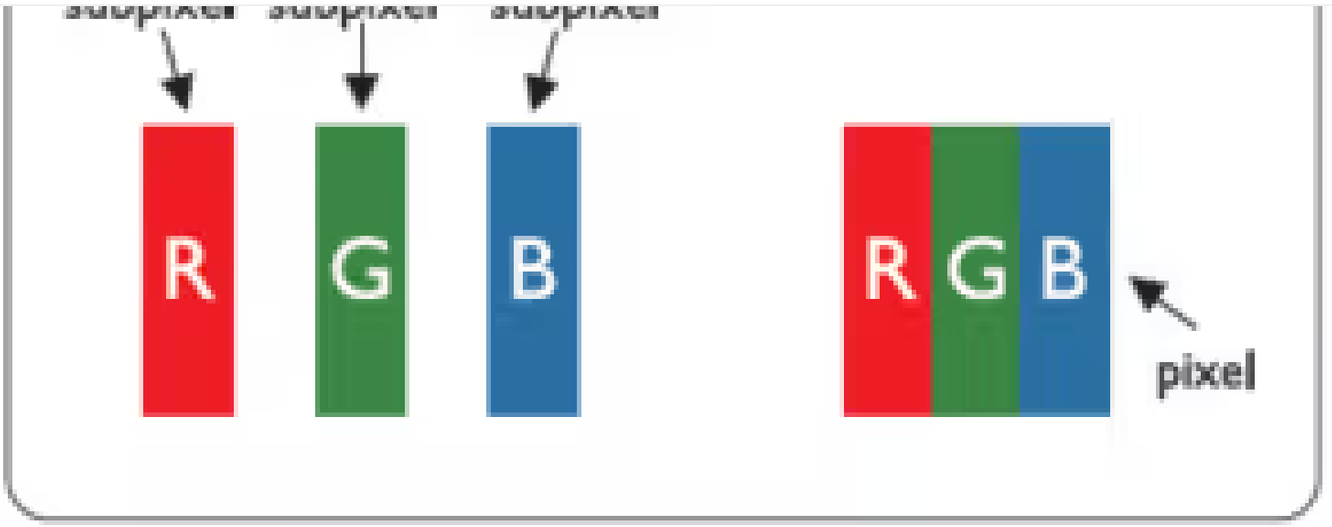
Our Certified Service Partner/Authorized Service Partner (Workshop) will contact you with an estimate quotation for a service or a repair solution for you to decide accordingly.

If the Certified Service Partner/Authorized Service Partner (Workshop) cannot perform a repair solution under the offered repair quotation, we will find alternative solutions for you if possible.

Charges for Out of Warranty repair or replacements/exchanges shall take into account the expected lifetime of the product and be based on a linear depreciation over the product value over that lifetime.

In addition, we also conform with the eco-design requirements for electronic displays pursuant to Directive 2009/125/EC ensuring the necessary parts are available.

For Monitors: Retailers are instructed to call country's respective B2B Customer Service and submit requests via our representatives. Consumers are instructed to call country's respective B2C Customer Service and submit request via our representatives, they will provide the closest Certified Service Partner/Authorized Service Partner.



Pixel Policy (ISO 9241-307, Class 1)

This Pixel Policy explains the different types of pixel defects and defines acceptable defect levels for each type. To obtain service within the warranty period, the number of pixel defects on your product's panel must exceed our Pixel Policy levels.

We strive to deliver the highest quality products and therefore use some of the industry's most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on LCD Monitor panels are sometimes unavoidable. No manufacturer can guarantee that all panels will be free from pixel defects, but we guarantee that any LCD Monitor with an unacceptable number of defects will be repaired or replaced under warranty.

Types of Pixel and Sub Pixel

- Bright Full Pixel: all 3 Sub Pixel Red Green Blue are permanently lit, which creates a Bright Full Pixel
- Black Full Pixel: all 3 Sub Pixel Red Green Blue are permanently unlit, which creates a Black Full Pixel
- Sub Pixel: all other combinations of lit and dark Sub Pixels appear as other colors

Types of Pixel Defects

- Bright Dot Defects: appear as a Full Pixel or Sub Pixel that remains permanently lit, resulting in a white or colored dot on a Black background.
- Black Dot Defects: appear as a Full Pixel or Sub Pixel that remains permanently unlit, resulting in a black or colored dot on a White background.

	Defect Type 1 Bright Full Pixel	Defect Type 2 Black Full Pixel	Defect Type 3 Bright Sub Pixels	Defect Type 4 Black Sub Pixels	Defect Type 5 Total Sub Pixels
Acceptance level	1	1	3	5	5

Recall Notification & Warranty

There is nothing we take more seriously than providing high quality products that are safe and reliable. If an issue arises, we are proactive in communicating and addressing it as we work tirelessly towards a resolution.

Affected devices may be repaired under warranty. Further information will be provided regarding warranty replacement procedures, during this issue, when it is available.

Spare parts Monitors

If you are looking for spare parts for your AOC monitor, please contact:

Businesses Consumers

DOWNLOAD

A propos de AOC

A propos de AOC
Responsabilité sociale des entreprises
Careers

Support

FAQ
Garantie

Informations légales

Déclaration liée aux cookies
Mention légale
Déclaration de confidentialité AOC

Paramètres des cookies

© 2014-2026 Copyright